

### **Sample Dialogue: When the Teacher Raises a Conflict**

Teacher: *Hi, Bill, do you have a few minutes to talk?*

Parent: *Sure, What's up?*

Teacher: *I noticed that you have been bringing Nathan to school around ten o'clock for the last couple of weeks.* [Stating your concern or what you have noticed.]

Parent: *Yeah, I've been working graveyard, and I've been trying to catch a little sleep before I bring him in.*

Teacher: *Sounds like you have been short on sleep. Has your shift changed?* [Listening and asking questions]

Parent: *Yeah, I got switched, and I'm having the hardest time getting everything done, showing up to my class, and getting enough sleep.*

Teacher: *That sounds hard, trying to fit in sleep with your new shift and everything else. Your sleep is so important. Especially as a parent, you need to get enough sleep.* [Actively listening, restating parent's ideas, and finding common ground] *Bill, I've noticed when you bring Nathan in at ten o'clock, you and I don't get a chance to check in with each other. I really miss checking in with you. I would like to let you know what is going on with Nathan at school, and I miss hearing about the two of you at home.* [Stating your position, idea and feeling]

Parent: *Yeah, I started wondering if you didn't work here anymore.*

Teacher: *It sounds like you need time to sleep, and we would both like to have our morning check-in with each other. I wonder if we could think of solutions.* [Defining problem and inviting solutions]

Parent: *Well, on Wednesdays and Fridays, I don't have class and could sleep later in the morning after I drop him off at nine o'clock.*

Teacher: *Great---we could check in on those mornings. I could also ask Mayo if he could switch breaks with me on Mondays so we could check in that morning at ten o'clock. That just leaves Tuesday and Thursday. Would you be willing to write me a little note on those morning, and I'll leave you a note your cubby?* [Choosing solutions]

Parent: *Sure, if you don't mind my horrible spelling.*

Teacher: *Bill, if you take the time to write me a note, I'll be so glad to read it. Thank you for making the time to figure this out with me. Let's check back in next week to see how our plan is working out.* [Thanking the parent and making a plan to check in]